FAQ

Need help? The Arduino team is here for you. Checkout the FAQs below or simply contact us for any other queries and comments.

GENERAL

How is the CTC GO! program structured?

The CTC GO! program is structured as a modular program starting with the CTC GO! - Core Module(https://store.arduino.cc/usa/ctc-go-core), which explores the basics of programming and electronics. From this point forward, educators can tailor the learning experience based on their curriculum.

Are all the CTC GO! projects compatible with Chromebook?

For the moment it is not compatible with Chromebook.

What languages does the online platform support?

The CTC GO! Core Module online platform is available in English, German, Spanish, Portuguese, Italian and French.

Please note that available languages for expansion packs may vary.

What operating system is required?

Windows 7 or higher, Linux, or Mac OS.

ACCESS TO THE ONLINE PLATFORM

How many educators can be added to the platform?
The CTC GO! program allows three educators to be added to the platform.

How many students can be added to the platform?
The CTC GO! program allows 24 students to be added to the platform.

CLASSROOM SETUP

What are the minimum requirements to use CTC GO! in the classroom?
Schools running the CTC GO! program should have student access to computers with Internet (at least one computer per group) and the ability to download the required software, a dedicated room that can function as a workshop (or at least a room with tables), and common accessories such as pens, scissors, sticky tape, etc.

Is there an evaluation system for students on the platform?
The CTC GO! program does not have its own evaluation system. Each educator can evaluate their class in the way they consider most appropriate. However, implementation of the program is recommended through project-based-learning (PBL).

How many students can use the toolbox?
The toolbox includes boards, shields, components and platform access for a class of up to 24 students to work simultaneously in groups in a project-based way.

EDUCATOR ENROLLMENT

What is the role of the administrator versus the educator?

The administrator is the person in charge of the material (for example, the head of department or head of studies), and regular users are the educators who use the materials (teachers).

If the person who registers the product selects “educator” as their role, that person will have both administrator and educator roles. The administrator cannot access training and support.

How do I know if I am an administrator or an educator?

If you have purchased the CTC GO! program as a school/organization leader but are not going to implement the program in the classroom, then you are an administrator. If you purchased the CTC GO! program and are going to be the one implementing it in the classroom, then you are an educator.

How many educators can I enroll?

Each CTC GO! toolbox gives three educators access to the online platform for one year. If you are an administrator, you can invite three educators. If you have an educator role, you can add two more educators. Please note that if you are an administrator and enroll three educators, you will not receive an account to access the online platform. If you enroll fewer than three educators, you can add yourself as an educator and gain access to the platform to implement the program.

Is it mandatory to enroll three educators?

You need to have at least one educator enrolled on the online platform per toolbox, which means that it is optional to enroll the other two educators. If you only enroll one educator during the registration process, you can add the other two at any time right from your dashboard. This works the same for both administrators and educators.

Can I remove educator accounts from the platform?

You can only delete pending invitations (those who you have enrolled as an educator but have yet to accept their invitation); however active accounts (those who you have enrolled as an educator and have already accepted the invitation) cannot be deleted.

I have invited an educator but they didn’t receive the invitation. What should I do?

Educators should check their spam folder. If they still cannot find the invitation in their inbox, simply click on the “pending” tab on your dashboard, locate the educator’s email, and resend the invite. Please note that the email address you use to invite an educator must be the same email they used to create their Arduino account.

I already have an Arduino account, but it's linked to a different email than the one the invitation was sent to. Can I keep this account?

If your existing Arduino account is not linked to the email address on the CTC GO! invitation, then you MUST create a new Arduino [account](https://auth.arduino.cc/login/) using that email. Otherwise, you will not be able to access the online platform.

STUDENT ENROLLMENT

Can administrators enroll students?

Student enrollment can only be done by educators.

How are students enrolled in the platform?

Any of the three educators can enroll up to 24 students in total (between the three of them) from their dashboard by adding the students' email addresses. Students will receive an invitation email to create their Arduino accounts so they can access the platform.

When can I enroll students in the platform?

You can enroll students at any time.

SUPPORT

What is the Intro Webinar and is it mandatory?

The intro webinar is an introduction to the program with an Arduino expert who will assist you in getting started and guide you through setting up your product. It is not mandatory but we highly recommend participating since it is an excellent opportunity to ask questions about the CTC GO! program before going through the content.

How do I book an online meeting with an Arduino expert to help me solve a problem?

You can contact our support team by using the *contact us* button. One of our Arduino experts will then evaluate your case and propose a potential solution. If the case requires further explanation and detailed evaluation, our Arduino expert will share a link with you to book a 30-minute online support session.

What's the duration of the online support sessions?

The webinars last around 30 minutes, depending on the complexity of the problems and any questions you may have.

What do I need to participate in a webinar?

You need a computer, a webcam, and a microphone. We use a platform called Zoom to run the webinars, which you also need to download [here](https://zoom.us/download#client_4meeting).